

We claim:

1 1. A method of enhancing voice mail messages by providing one or more bookmarks for a
2 voice mail message left by a caller.

1 2. The method according to Claim 1, further comprising the step of creating a bookmarked
2 message from the voice mail message and the associated bookmarks.

1 3. The method according to Claim 2, further comprising the step of playing the bookmarked
2 message to a listener.

1 4. The method according to Claim 1, wherein selected ones of the bookmarks segment the
2 voice mail message according to one or more topics.

1 5. The method according to Claim 1, wherein selected ones of the bookmarks are used to
2 mark one or more segments of the voice mail message as having one or more different degrees of
3 importance.

1 6. The method according to Claim 5, wherein a default degree of importance is associated
2 with segments not otherwise marked.

1 7. The method according to Claim 1, wherein selected ones of the bookmarks correspond to
2 one or more special types of information in the voice mail message.

1 8. The method according to Claim 7, wherein at least one of the special types of information
2 is a callback telephone number for the caller.

1 9. The method according to Claim 7 or Claim 8, wherein at least one of the special types of
2 information is a callback time and/or date to use when responding to the voice mail message.

1 10. The method according to Claim 7, wherein at least one of the special types of information
2 is a name of the caller.

1 11. The method according to Claim 7, wherein at least one of the special types of information
2 is a Uniform Resource Locator (URL).

1 12. The method according to Claim 7, wherein at least one of the special types of information
2 is an e-mail address.

1 13. The method according to Claim 7, wherein at least one of the special types of information
2 is a protection or confidentiality indicator.

1 14. The method according to Claim 2 or Claim 3, further comprising the step of using the
2 bookmarks to perform actions selectively on one or more segments of the voice mail message.

1 15. The method according to Claim 14, wherein the selected segments are associated with a
2 topic of the voice mail message.

1 16. The method according to Claim 14, wherein the selected segments have one or more
2 different degrees of importance.

1 17. The method according to Claim 14, wherein the selected segments are associated with one
2 or more special types of information in the voice mail message.

1 18. The method according to Claim 14, wherein the actions comprise one or more of saving,
2 deleting, forwarding, listening, skipping, or repeating the one or more segments.

1 19. The method according to Claim 18, wherein the actions further comprise marking a
2 selected segment as protected or confidential.

1 20. The method according to Claim 19, further comprising forwarding the segment marked as
2 protected or confidential to another party.

1 21. The method according to Claim 17, wherein at least one of the special types of
2 information comprises a Uniform Resource Locator (URL) and where at least one of the actions
3 comprises establishing a connection to the URL.

1 22. The method according to Claim 2, wherein the creating step further comprises storing the
2 bookmarks and the voice mail message separately as the bookmarked message.

1 23. The method according to Claim 2, wherein the creating step further comprises storing the
2 bookmarks and the voice mail message intermingled as the bookmarked message.

1 24. The method according to Claim 3, further comprising the step of announcing a number of
2 the bookmarked segments in the voice mail message.

1 25. The method according to Claim 5, further comprising the step of announcing the different
2 degrees of importance in the voice mail message.

1 26. The method according to Claim 5, further comprising the step of announcing a number of
2 the segments in the different degrees of importance.

1 27. The method according to Claim 7, further comprising the step of announcing the special
2 types of information in the voice mail message.

1 28. The method according to Claim 7, wherein particular ones of the special types of
2 information are required, and further comprising the step of prompting the caller to provide input
3 for each particular one for which no bookmark is otherwise provided.

1 29. The method according to Claim 2, further comprising the step of associating one or more
2 audio cues with one or more bookmarks of the voice mail message.

1 30. The method according to Claim 29, further comprising the steps of:
2 playing the bookmarked message to a listener; and
3 incorporating the one or more associated audio cues along with respective portions of the
4 voice mail message corresponding to the one or more bookmarks.

1 31. The method according to Claim 30, wherein the step of incorporating the one or more
2 associated audio cues further comprises incorporating each associated audio cue with its
3 respective portion of the voice mail message.

1 32. The method according to Claim 30, wherein the step of incorporating the one or more
2 associated audio cues further comprises incorporating each associated audio cue in-line with its
3 respective portion of the voice mail message.

1 33. A system for enhancing voice mail messages, comprising:
2 means for leaving a voice mail message by a caller; and
3 means for providing one or more bookmarks for the voice mail message.

1 34. The system according to Claim 33, further comprising means for creating a bookmarked
2 message from the voice mail message and the associated bookmarks.

1 35. The system according to Claim 34, further comprising means for playing the bookmarked
2 message to a listener.

1 36. The system according to Claim 33, wherein selected ones of the bookmarks segment the
2 voice mail message according to one or more topics.

1 37. The system according to Claim 33, wherein selected ones of the bookmarks correspond to
2 one or more special types of information in the voice mail message.

1 38. The system according to Claim 37, wherein the special types of information comprise one
2 or more of: (1) a callback telephone number for the caller; (2) a callback time at which to respond
3 to the voice mail message; and/or (3) a callback date on which to respond to the voice mail
4 message.

1 39. The system according to Claim 37, wherein at least one of the special types of information
2 is a Uniform Resource Locator (URL).

1 40. The system according to Claim 37, wherein at least one of the special types of information
2 is a protection or confidentiality indicator.

1 41. The system according to Claim 34, further comprising means for using the selected
2 bookmarks to perform actions selectively on one or more segments of the voice mail message.

1 42. The system according to Claim 41, wherein the selected segments are associated with a
2 topic of the voice mail message.

1 43. The system according to Claim 41, wherein the selected segments have one or more
2 different degrees of importance.

1 44. The system according to Claim 41, wherein the actions comprise one or more of saving,
2 deleting, forwarding, listening, skipping, or repeating the one or more segments.

1 45. The system according to Claim 44, wherein the actions further comprise marking a
2 selected segment as protected or confidential.

1 46. The system according to Claim 45, further comprising forwarding the marked segment to
2 another party.

3 47. The system according to Claim 41, wherein the selected segments are associated with one
4 or more special types of information in the voice mail message.

1 48. The system according to Claim 47, wherein at least one of the special types of information
2 comprises a Uniform Resource Locator (URL) and where at least one of the actions comprises
3 establishing a connection to the URL.

1 49. The system according to Claim 35, further comprising means for announcing a number of
2 the bookmarked segments in the voice mail message.

1 50. The system according to Claim 43, further comprising means for announcing the different
2 degrees of importance in the voice mail message.

1 51. The system according to Claim 37, further comprising means for announcing the special
2 types of information in the voice mail message.

1 52. The method according to Claim 37, wherein particular ones of the special types of
2 information are required, and further comprising means for prompting the caller to provide input
3 for each particular one for which no bookmark is otherwise provided.

1 53. The system according to Claim 34, further comprising means for associating one or more
2 audio cues with one or more bookmarks of the voice mail message.

1 54. The system according to Claim 53, further comprising:
2 means for playing the bookmarked message to a listener; and

3 means for incorporating the one or more associated audio cues along with respective
4 portions of the voice mail message corresponding to the one or more bookmarks.

1 55. The system according to Claim 54, wherein the means for incorporating the one or more
2 associated audio cues further comprises means for incorporating each associated audio cue with
3 its respective portion of the voice mail message.

1 56. The system according to Claim 54, wherein the means for incorporating the one or more
2 associated audio cues further comprises means for incorporating each associated audio cue in-line
3 with its respective portion of the voice mail message.

1 57. A computer program product for enhancing voice mail messages, the computer program
2 product embodied on one or more computer-readable media and comprising:
3 computer-readable program code means for providing one or more bookmarks for a voice
4 mail message left by a caller; and
5 computer-readable program code means for creating a bookmarked message from the left
6 voice mail message and the provided bookmarks.

1 58. The computer program product according to Claim 57, further comprising computer-
2 readable program code means for playing the created bookmarked message to a listener.

1 59. The computer program product according to Claim 57, wherein selected ones of the
2 bookmarks segment the voice mail message according to one or more topics.

1 60. The computer program product according to Claim 57, wherein selected ones of the
2 bookmarks are used to mark one or more segments of the voice mail message as having one or
3 more different degrees of importance.

1 61. The computer program product according to Claim 60, wherein a default degree of
2 importance is associated with segments not otherwise marked.

1 62. The computer program product according to Claim 57, wherein selected ones of the
2 bookmarks correspond to one or more special types of information in the voice mail message.

1 63. The computer program product according to Claim 62, wherein the special types of
2 information comprise one or more of: (1) a callback telephone number for the caller; (2) a
3 callback time at which to respond to the voice mail message; and/or (3) a callback date on which
4 to respond to the voice mail message.

1 64. The computer program product according to Claim 62, wherein at least one of the special
2 types of information is a name of the caller.

1 65. The computer program product according to Claim 62, wherein at least one of the special
2 types of information is an e-mail address.

1 66. The computer program product according to Claim 62, wherein at least one of the special
2 types of information is a protection or confidentiality indicator.

1 67. The computer program product according to Claim 59, further comprising computer-
2 readable program code means for using the selected bookmarks to navigate from one topic of the
3 voice mail message to another.

1 68. The computer program product according to Claim 58, further comprising computer-
2 readable program code means for using the bookmarks to perform actions selectively on one or
3 more segments of the voice mail message.

1 69. The computer program product according to Claim 68, wherein the selected segments are
2 associated with a topic of the voice mail message.

1 70. The computer program product according to Claim 68, wherein the selected segments
2 have one or more different degrees of importance.

1 71. The computer program product according to Claim 68, wherein the actions comprise one
2 or more of: saving a particular segment; deleting a particular segment; skipping a particular

3 segment; forwarding a particular segment; listening to a particular segment; repeating playback of
4 a particular segment; and marking a particular segment as protected or confidential prior to
5 forwarding the marked segment to another party.

1 72. The computer program product according to Claim 68, wherein the selected segments are
2 associated with one or more special types of information in the voice mail message.

1 73. The computer program product according to Claim 72, wherein at least one of the special
2 types of information comprises a Uniform Resource Locator (URL) and where at least one of the
3 actions comprises establishing a connection to the URL.

1 74. The computer program product according to Claim 58, further comprising computer-
2 readable program code means for announcing a number of the bookmarked segments in the voice
3 mail message.

1 75. The computer program product according to Claim 60, further comprising computer-
2 readable program code means for announcing a number of the segments in the different degrees of
3 importance.

1 76. The computer program product according to Claim 62, further comprising computer-
2 readable program code means for announcing a number of the special types of information in the
3 voice mail message.

1 77. The computer program product according to Claim 62, wherein particular ones of the
2 special types of information are required, and further comprising computer-readable program
3 code means for prompting the caller to provide input for each particular one for which no
4 bookmark is otherwise provided.

1 78. The computer program product according to Claim 58, further comprising computer-
2 readable program code means for associating one or more audio cues with one or more
3 bookmarks of the voice mail message.

1 79. The computer program product according to Claim 78, further comprising:
2 computer-readable program code means for playing the bookmarked message to a listener;
3 and
4 computer-readable program code means for incorporating the one or more associated
5 audio cues along with respective portions of the voice mail message corresponding to the one or
6 more bookmarks.

1 80. The computer program product according to Claim 79, wherein the computer-readable
2 program code means for incorporating the one or more associated audio cues further comprises
3 computer-readable program code means for incorporating each associated audio cue with its
4 respective portion of the voice mail message.

1 81. The computer program product according to Claim 79, wherein the computer-readable
2 program code means for incorporating the one or more associated audio cues further comprises
3 computer-readable program code means for incorporating each associated audio cue in-line with
4 its respective portion of the voice mail message.

0978272-031301
F0E7E0"2428260